



# City of Eureka, California

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Communications Dispatcher</b>
<b>Class Code Number</b>	<b>6120</b>

### General Statement of Duties

Receives 9-1-1 system police, fire, medical emergency, and non-emergency calls from the public and dispatches police, fire, and medical personnel following prescribed procedures; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to receive and dispatch calls from the public for emergency and non-emergency services. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- Receives emergency service calls from the public, including determining nature and location of emergency and prioritizing calls for service prior to dispatching emergency units;
- Provides emergency medical instructions to callers, including CPR and childbirth instructions;
- Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit;
- Maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls;

- Enters a variety of records into **CLETS** database, including stolen vehicles, guns and property, and warranted or missing persons;
- Runs warrants checks on subjects, registrations, checks on vehicles and property, and relays information and instructions to personnel in the field;
- Contacts public and private agencies, and requests mutual assistance, including other law enforcement agencies, hospitals, towing services, and utilities;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

### **Required Knowledge, Skills, and Abilities**

- Substantial knowledge of Penal and Vehicle Codes and regulations;
- Substantial knowledge of standard EMD protocols;
- Ability to work independently with minimal supervision;
- Ability to sit for extended periods of time as required;
- Ability to maintain professionalism in radio transmissions and public relations during emergency and difficult situations;
- Ability to efficiently operate all required public safety telecommunications equipment;
- Ability to type at a speed which allows for successful job performance;
- Ability to exercise sound, independent judgement;
- Ability to speak clearly and concisely;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED; and
- One to three years experience operating radio, teletypewriter, or other communication equipment.

### **Required Special Qualifications**

- May require a valid Class C California State Driver's license;
- Emergency Medical Dispatcher Certification;
- CPR Certification.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.